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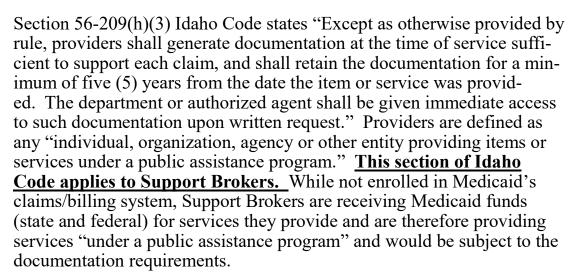
# Family Directed Services Program Update Notification for Support Brokers

Past publications of the FDS Program Update Notification are stored on the FDS DHW website.

#### COVID-19

Stay updated on current IDAPA Rules relating to COVID-19 and state of emergency at the Department of Health and Welfare's <u>Information Release Page</u>.

### **Documenting and retention of billing as a Support Broker**



This documentation would then be utilized during Quality Assurance activities, including billing reviews, as required by IDAPA 16.03.13.200.04. In order to assist Support Brokers in complying with these requirements, I have attached a template that can be used if a system to track billing hours is needed. FACS and Medicaid recently discussed the employment agreement and the option for employers to "waive" the requirement to track billing and how this has caused confusion. This document is being reviewed with the Medicaid teams and may be updated in the near future. <a href="Until then, please understand that it is required to provide billing documentation to the department when requested.">Until then, please understand that it is required to provide billing documentation to Idaho Code, IDAPA 16.05.07.101 indicates all documentation (including billing, SSP, PC, Workbook, GSF, etc.) should be kept on file for at least 5 years.



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Family-Directed Services Program

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# Family Directed Services Program Update Notification for Support Brokers

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### **Complaint Process**

Support Brokers and parents are always able to contact the department with questions, concerns, complains. Your first point of contact will always be your Case Coordinator. If you feel that isn't the best option, you can contact the following folks depending on the situation.

FDS policy/rule questions: Rachel Johnson, Program Specialist Rachel.Johnson2@dhw.idaho.gov - 208-334-0603

Case Coordinator concerns or complaints: Hub Supervisor

East Hub: Heidi Napier - Heidi.Napier@dhw.idaho.gov 208-234-7945

North Hub: Katie Rigoli - Katie Rigoli@dhw.idaho.gov 208-669-8975

West Hub: Sarah Allen - Sarah.Allen@dhw.idaho.gov 208-334-0970

The Guide and Support Broker Manuals also have information regarding complaint process. If you have Program Specialist concerns or complaints you can contact:

Rebecca Fadness - Rebecca.Fadness@dhw.idaho.gov or 208-334-5701.

Please follow this process to address complaints/concerns. In the event the concern/complaint cannot be resolved with the Supervisor or Program Specialist, Children's DD Program Manager can be contacted at:

Susan Stumph - Susan.Stumph@dhw.idaho.gov or 208-334-5536



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## **Family Directed Services Program Update Notification for Support Brokers**

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### **Titles and Email Signatures**

It is important when creating outward facing communication to avoid any titles or email signatures that may indicate that a Support Broker is an employee or contractor with Health and Welfare. To avoid any confusion with your employers please review your signatures and communication on business cards, emails, or websites and remove any confusing phrases.

Examples of signatures to avoid:

**IDHW Support Broker** Support Broker for Health and Welfare Uses of IDHW of Children's DD logos

### **FDS Advisory Group**

The Children's DD Program will soon be forming a Family Directed Services Advisory Group to virtually meet quarterly to discuss goingsons with the FDS program and Children's DD. If you are able to volunteer time 1-2 hours once per quarter and have the availability to either WebEx or Zoom, please email Rachel.Johnson2@dhw.idaho.gov with your interest!



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